



Public Buildings Service



Executive Summary Overtime Utilities

Welcome to the GSA Executive Overview of Overtime Utilities for the US Courts. I'm Joe Lukinich, and it's my pleasure to present this high level briefing. I would also like to take this opportunity to introduce my colleagues – Jim Mullins and James Policano. They can answer any questions and provide additional feedback where needed during today's presentation.

Our hope is that you will come away with a better understanding of - what Above Standard Services are, what policies govern the program, the processes, the responsibilities of both your agency and GSA, who to call when you have questions, and some ideas on reducing your costs.

A couple of points: after today's briefing, we will send a couple items – 1) this presentation, and 2) a brief survey to gather your feedback; please take the survey when you get it; we value your feedback, and will use it to improve and tailor the upcoming briefings to others from the US Courts.

If this briefing is too broad, and you would like more detailed information, we can do another more technical presentation at another time for you. Just let us know in the survey.

And one final item before we get started, if you have any questions during the presentation, please send them via the chat window in webinar browser, or hold them to the end when I'll have a question/answer period. Thank you.



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GSA Authority



Federal Property and Administrative Services Act of 1949, as amended, and as revised, restated and recodified without substantive change by P.L. 107-217 (Title, 40 U.S.C., Subtitle I).

Public Law, particularly, Section 210 of Federal Property Act authorizes GSA's Administrator to collect rent from agencies and to be reimbursed for services provided to agencies.



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What is the Standard Level of Service?



GSA, PBS Pricing Desk Guide 4th Edition

Section 3.7.1

Standard utilities are based on a one-shift office operation, Monday through Friday, excluding federal holidays. PBS provides a consistent heating or cooling temperature for 10 operating hours.

The standard level of service PBS, [For buildings with 24 hours per day operation], provides is one 10-hour shift, Monday through Friday, excluding federal holidays. Service beyond 10 hours is reimbursable. Federal Management Regulations on Pricing Policy (41CFR102-85.165)

Incidental use of elevators, lights, small office equipment and personal computers is also part of the standard service.

What isn't included as part of the 10 hour shift are the start-up and shut-down times.

Who determines the 10 hour shift times - the property manager, in consultation with the tenant agencies, determines the 10 hours of standard operation to accommodate the majority of tenant agencies. This is included in Tenant's (hours of operation) Occupancy Agreement.



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What Services Are Provided in the Standard?



- Custodial and related services
- Mechanical services including GSA building HVAC equipment and systems
- Preventive maintenance of GSA building equipment and systems
- Utilities required to heat, cool and light building space and to power office systems and equipment

As part of the standard services, custodial, mechanical, preventive maintenance and typical utilities for the spaces are included.



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What are Overtime Utilities/Above Standard Services?



Services provided the tenant agency above the standard stated in the lease.

GSA must be reimbursed for providing these support services.

Customers can view their Reimbursable Service Agreement (RWA) thru eRETA.

Overtime Utilities are services provided to tenants that are above standard services. These can include:

- Services for 24/7 server room loads.
- Heating/Cooling outside of 10 hours.
- Operation and maintenance and additional utility costs related to special tenant agency program equipment or fixtures. Examples include a computer room containing items such as air handling units and/or power distribution module. Spaces such as these are not considered typical office space; therefore, operation, maintenance, and additional utility costs are reimbursable for **all** hours of operation. Private elevators and lifts are not included in this example.

Policy, reference documents, and additional information can be found at www.gsa.gov/ou.



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No Charges for 'Incidental Use'



PBS defines "incidental basis" as, unplanned or nonrecurring use of office space outside the established standard operating hours and when such use of assigned space does not significantly increase utility consumption.

Example:

An individual employee comes in on a Saturday for a few hours or comes in early or stays late on a normal Monday through Friday workday with no additional support required.

Operational Guidance: GSA's Current policy related to incidental after-hours light and plug loads states:

"PBS tenant agencies may use their assigned space and supporting automatic elevator systems, lights, and small office and business machines (including personal computers) on an incidental basis outside of the 10 hours of standard operation without additional charge, unless specified otherwise in the OA. This is subject to limitations required by building control systems or planned outages associated with scheduled system maintenance."

To clarify further: *Limitations of the building control system include any tenant after-hours use which requires an override, bypass or re-programming of any centrally managed building automation or lighting control system. If no such action is required for the tenant's use of the lighting or outlet, that use is incidental. This limitation also does not include the activation of advanced power strips by tenants.*

Again, you can go to OU website at gsa.gov/ou for policies and additional information.



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What is an Overtime Utilities Estimate?



An OU estimate is an estimate of the cost for utilities and related costs that exceed the standard services as outlined in the PBS Pricing Policy.



There is an OU tool module within RETA that was developed to prepare and track OU estimates. It provides a central, web-based repository for estimates, and allows search results to be exported to a Microsoft Excel (.xls) file.

For customers, your access is via eRETA. This application will give you access by Agency Bureau Code w/User ID & Pswd, giving real-time RWA information and documentation (excluding Billing & Payment statements).



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How are OU Estimates Calculated?



2 categories :

- Typical Office Space, Courtrooms, Chambers
- Above Standard Space (24/7 Server Rooms)

Typical Office Space:

No unique heating or cooling requirement.

One 10-hour shift, 5 days a week (Monday through Friday, excluding Federal Holidays) is included in the rent. All other hours are reimbursable.

Above Standard Space (Computer Rooms, etc):

Space that contains special tenant equipment or fixtures, with additional power or maintenance needs. These spaces are not considered typical office space.

The Operation, maintenance, and additional utility costs are reimbursable for all hours of operation and are considered overtime utilities.



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Information Needed



Type of Space – Office Space, Server Room

Location(s) – Floors, Entire Suite, or Single Office

Date(s) – Single Day, Multiple Days

Hour(s) – # of Hours, Repeating, or Anytime

Type of Utility – Lighting, HVAC, or Both

Tenant Equipment Loads – Server Room equipment

In requesting for Overtime Utilities, you need to provide several pieces of information:

What type of space, where is it located within the building, what days/dates are the overtime utilities for, the hours needed, and the type of utilities being requested – lighting, heating, cooling. Also for server rooms, provide the equipment and associated loads.



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Calculating Estimates for 24/7 Server Rooms



- Cost for all HVAC hours of operation (8760 hours typical)
- Agency equipment loads
- Cost for maintenance of HVAC
- Sub-meter to validate estimate

[WHAT IS THE 8760 Hours? Server room equipment running 24 hrs/day 365 days/yr]

Costs for Maintenance

Equipment Maintenance for Building Equipment: When equipment is operated over and above normal hours, it results in excess wear and tear that requires additional maintenance. The increased costs associated with the extra usage are calculated based on GSA standards and the existing maintenance mechanic hourly rate from the current contract. The calculation for the cost of additional maintenance on building equipment takes into account the number of hours requested and the number of hours that piece of equipment was meant to operate. It also subtracts the maintenance associated with the 10-hour day which GSA provides.

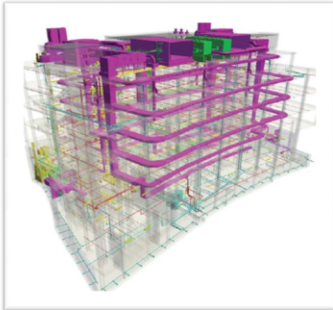
Equipment Maintenance for Agency Equipment: When GSA provides maintenance on agency equipment such as the package air conditioning equipment serving computers rooms, the agency is responsible for the full cost of this maintenance. Often we do not have a separate bill for this maintenance, because the equipment has been included in the building's maintenance contract. In this instance, your cost will be calculated based on the GSA labor standard time for this type of work and the contracts per-hour labor rate.

Be aware where Sub-metering data is available, that it must be used as a tool to help estimate the usage for the following year and not for actual billing.



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Calculating Estimates for Typical Office, Courtrooms, Chambers



- Cost for additional hours of operation beyond 10 hours of standard operation
- Cost for additional maintenance
- Based on HVAC zoning



- 100 Ton Chiller



- 100 Ton Cooling Tower w/ 50Hp motor



- One (1) – A-11 Unit 20 Tons



- Primary Pump (20 Hp), Secondary Pump (50Hp), and Condenser Pump (75Hp)

Use cursor to point out a room on a floor but the whole floor needs to be fired up.

Helpful Tip:

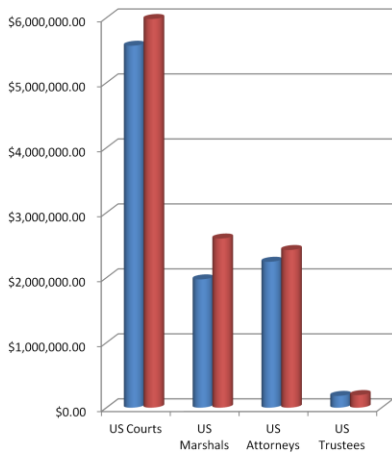
Imagine the Building is a Tree, and your Customer is the Leaf. For OUs, we estimate and charge for the cost to provide services through the branches of the building HVAC system to the Agency. Every piece primary building equipment used to provide HVAC to that customer space needs to be included within the OU estimate.

Think of it this way: you are requesting overtime utilities for this office space, but in order to provide those utilities, these systems for the entire floor need to be “turned on”.



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How Much Are You Spending on Overtime Utilities?



Estimates for FY14 and FY15


- US Courts FY14- \$5.6M
- US Courts FY15- \$6.0M
- US Marshals Service FY14- \$2.0M
- US Marshals Service FY15- \$2.6M
- US Attorneys FY14- \$2.2M
- US Attorneys FY15- \$2.4M
- US Trustees FY14- \$182K
- US Trustees FY15- \$194K

Here are some stats from FYs14 and 15. To give you an idea how these numbers compare to our total for OU – Nationally, we have over \$165M for fy15 total for just owned federal bldgs.



OU Estimate Form

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[GSA](#)

OVERTIME UTILITY ESTIMATE

BASIC INFORMATION		FUNCTION CODE COST BREAKDOWN	
Estimate Tracking Number	000010812101132 (Stand-Alone Estimate)		
Reporting Agency (BIA Code)	ELKHARTON (BIA Code)		
OWA Number	1010813 - 9/30/2014	Conditioning Recirculation	\$0.00
Date	10/10/13	Conditioning	\$0.00
Building Name	JAMES M HANLEY EB	Exhaust	\$0.00
Building	WV0172	Gas	\$0.00
Order Station Building #	NO	Water	\$0.00
Address	100 SOUTH CLINTON ST SYRACUSE, NY 13203	Electric	\$118,265.00
Order Station Name	NO	Steam	\$0.00
Order Station Name	CH4283	Oil	\$0.00
Order Station Name	13080	Chilled Water	\$0.00
Order Station Name	132.00	Refrigerant	\$7.75
Number of Agencies Sharing Use (Default is 1)	1	Overhead Insurance	\$100.00
Project and PM and PM Cost (Usage and Demand rates)	AGENCY RATE \$0.1301	Overhead (cost-shifting)	\$0.00
	MANAGER RATE \$0.30	TOTAL	\$118,365.00

COST SUMMARY

FUEL COST AND REMITTANCE TO UTILITIES	\$0.00
INDUSTRY UTILITY CONSUMPTION	\$0.00
WATER EQUIPMENT COSTS	\$13,118.20
REFLECTIVE PROGRAM EQUIPMENT	\$0.00
LIGHTING EQUIPMENT	\$4,107.00
REFLECTIVE & PERSONAL LABOR	\$0.00
PASS THROUGH FACILITY COST	\$0.00
EQUIPMENT MAINTENANCE FOR BUILDING EQUIPMENT	\$0.00
EQUIPMENT MAINTENANCE FOR AGENCY EQUIPMENT	\$0.00
CONTINUED RESOLUTION	\$0.00
MISCELLANEOUS COST	\$0.00
OVERSEER FEE	\$500.00
TOTAL FIXED PRICE ESTIMATE FOR OVERTIME UTILITY REQUEST	\$118,365.00

SERVICES PROVIDED

Saturday and Sundays at 8 hours per day, Monday through Friday at two (2) hours.

SPECIAL NOTES

Our Overtime Utility Estimating form was designed for estimators but is a great resource for tenants. Here is your Overtime Utility Estimate form for creating an OU Estimate.

Over the last few months, we developed an online help tool to assist tenants with navigating this form. **[go to next slide]**



Here is our Help Tool. By clicking on the red triangles, the tenant will get help information about the field.

Among the goals for the tool are:

- help tenants easily navigate the form

- provide explanations for each field, e.g., what is measured, range of values, where does the information come from, how can it be validated

- improve transparency with tenants and their understanding of the process

- improve consistency

- share information on actual energy costs and energy usage



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Judiciary Online OU Help Tool

**Overtime Utility Estimate Help: Rates**

NATIONAL < 9TH CIRCUIT < ARIZONA < BUILDING: AZ0303

The Building # is **AZ0303**. These are the utility costs by Fiscal year.

FY2014											
Bill Date	SqFt	Elect	Ecost	CPKW	Dmd	Dcost	Steam	Scost	Gas	Gcost	
201409	831061.0	774400.0	\$89,873.00	\$0.12	0	0	0	0	0	0	0
201408	831061.0	752400.0	\$88,276.00	\$0.12	0	0	0	0	0	0	0
201407	831061.0	691600.0	\$81,563.00	\$0.12	0	0	0	0	0	0	0
201406	831061.0	774700.0	\$89,886.00	\$0.12	0	0	0	0	0	0	0
201405	831061.0	568000.0	\$71,118.00	\$0.13	0	0	0	0	0	0	0
201404	831061.0	487300.0	\$55,546.00	\$0.12	0	0	0	0	0	0	0
201403	831061.0	456400.0	\$55,637.00	\$0.12	0	0	0	0	0	0	0
201402	831061.0	500500.0	\$57,588.00	\$0.12	0	0	0	0	0	0	0
201401	831061.0	485800.0	\$55,932.00	\$0.12	0	0	0	0	0	0	0
201312	831061.0	549500.0	\$59,195.00	\$0.11	0	0	0	0	0	0	0
201311	831061.0	545100.0	\$59,006.00	\$0.11	0	0	0	0	0	0	0
201310	831061.0	539100.0	\$69,025.00	\$0.13	0	0	0	0	0	0	0
Averages:		590,400.00	\$69,369.42	\$0.12							

This is an example of what you can see with your Online Help Tool - this shows just the electricity, but scrolling over will show gas, water, other inputs.

[NEED LINK FOR COURTS WEBSITE]

These can be used to validate rates.

It also makes it easier to take a broader look at how the overtime or above standard billings stack up against a building's overall utility usage. It was found that a number of buildings where overtime charges drawn from the estimate tool represented an inordinate amount of the total energy used by the building. In some cases overtime estimates exceeded 50% of a buildings energy usage, which does not make sense given the typical energy use profile for the Judiciary.



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How Do You Pay for Overtime Utilities?



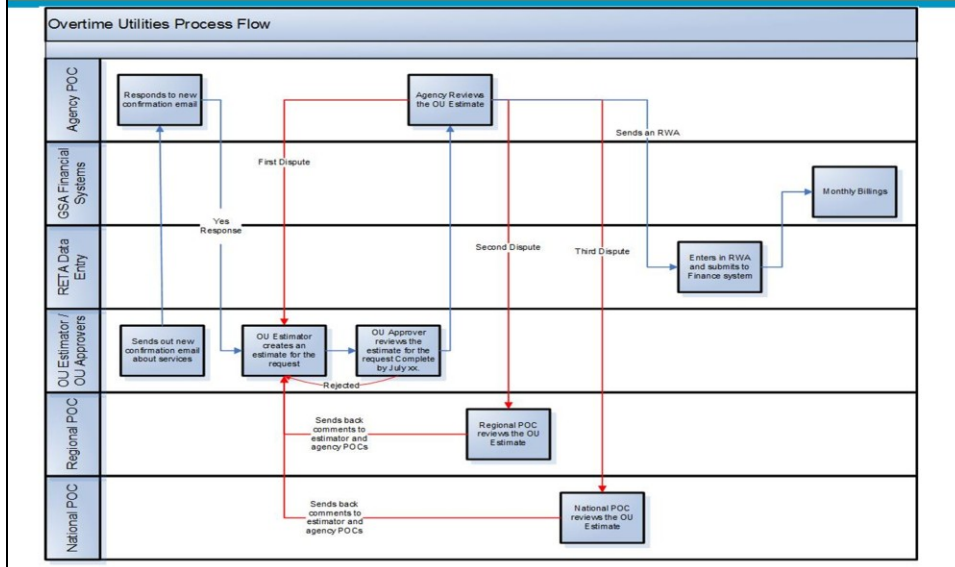
1. Through the Reimbursable Work Authorization (RWA)
 - An RWA is an agreement between the GSA and a requesting agency where GSA agrees to provide utilities and related services and the requesting agency agrees to reimburse GSA for costs incurred.
2. Through an Occupancy Agreement (OA)
 - Reimbursable services can be setup on OA's as well.

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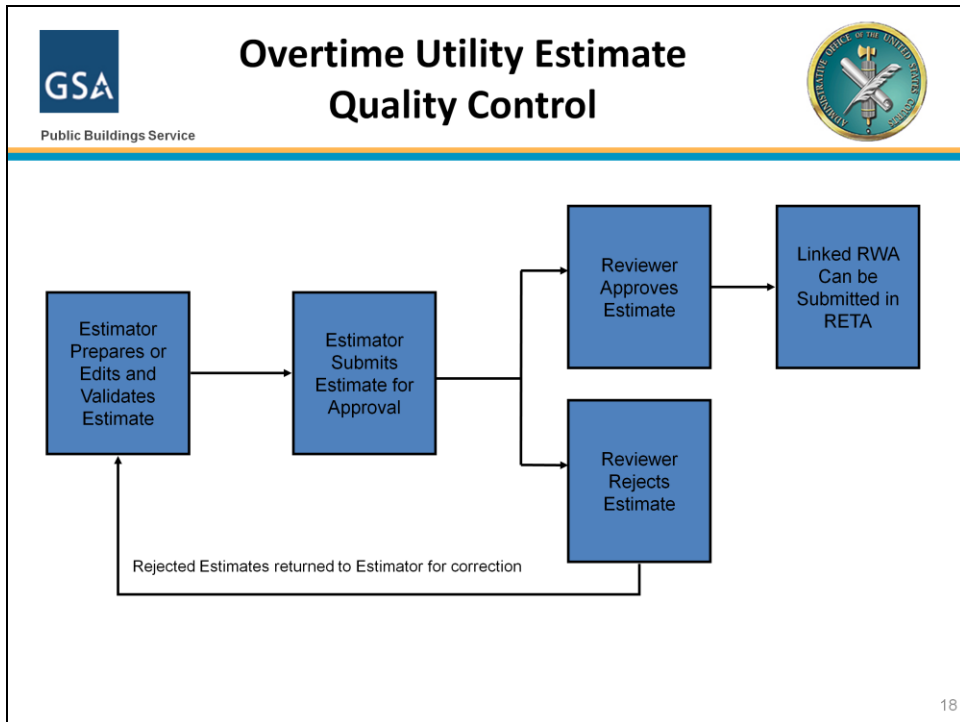


Overtime Utilities – Process Flow

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The overtime utilities estimating process normally begins in May-June of each year with communications between GSA and the tenant agency. Confirmation of OU needs and the necessary approvals are completed by July. The estimates are validated and signed with the agency in August, and subsequent RWAs from the customer begin in October.



Create estimates: May – June

Complete by June 30th

Approve by July 31st

Validate estimates with customers by August 30th

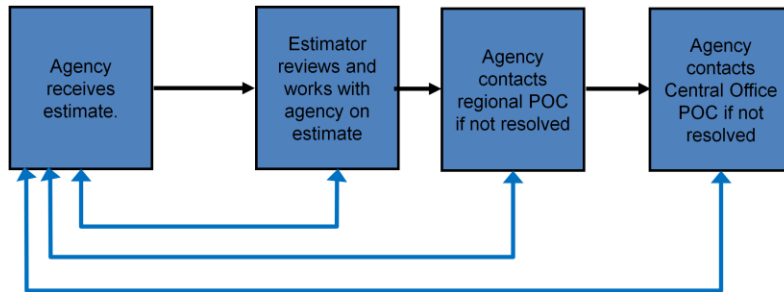
Request RWA(s) from customers beginning October 1st

RWAs CANNOT be accepted if they include a “subject to availability of funds” clause. If we do get any of these, we need to send them back to have the clause removed. Of course this delays the process.



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Overtime Utility Estimate Appeals Process



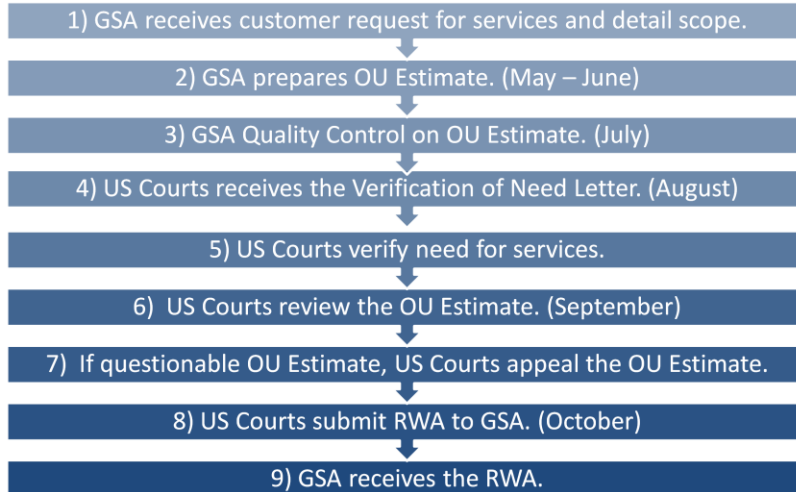
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Time frame for each step is 15 calendar days.



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The OU Estimate to RWA Road Map



Here are the steps for creating and processing OU estimates for upcoming FYs. For example, for FY16, we should be here [at step 6].

I would be remiss if I didn't mention that these are our goals that we push to meet; however, due to individual issues that may occur with specific estimates and their approvals and processing, the timeframes may slip. We are constantly striving to improve the entire process, including timeliness.

Create estimates: May – June

Complete by June 30th

Approve by July 31st

Validate estimates with customers by August 30th

Request RWA(s) from customers beginning October 1st



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Agency's Obligation to reduce Overtime Utilities



- Quickest ways
 - Change core hours and extra hours needed (M-F)
 - Change temperature set points in server rooms
 - Don't request extra hours when not really used
 - Ask for hours based on need
- Harder
 - Consolidate server rooms
 - Move server rooms off of Building Chilled Water loop
 - Add more efficient system for lower energy use for OT loads



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Best Practices Server Rooms & Sub-metering



server room best
practices

[Sustainability Facility Tool](#): Walks thru the different parts of a facility and explains them all, including HVAC, Lighting, Sub-metering, and others.



Sub-Metering

[GSA Sub-metering Presentation](#): Walks thru the different aspects of sub-metering.

www.gsa.gov/ou

Where do I find information on best practices and sub-metering - go to the reference section at the overtime utilities program page at our gsa.gov site.

Just to emphasize, Sub-metering data must be used to help estimate the usage for the following year and not for the actual billing.



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Resources



- ❖ Audit Program
- ❖ Online tools
- ❖ <http://www.gsa.gov/ou>

GSA Central Office has developed a protocol for regions to conduct either a virtual or physical overtime estimate audit. These audits are scheduled quarterly, and are recommended for cases of impasse on OU estimates.

On the Court's web site, there is an interactive tool for OU estimates. As indicated previously, you can go to our gsa.gov.ou website for tools as well.

[launch our gsa.gov/ou site here]

In addition to accessing OU estimate tools via our website, there are a host of additional items - training presentations, Frequently Asked Questions, Points of Contact, and reference documents (e.g., Best Practices in data room design) – available. ***[point out the tenant desk guide]***



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Frequently Asked Questions



1. Who pays for the Humidification system in the building?

Answer: Humidification in Federal space, such as courtrooms, etc where the agency has special tenant improvements such as special wood millwork and wall covering material is the responsibility of the agency.

2. Can courts request an “energy audit” that includes subject matter experts when disputes concerning OU charges exist?

Answer: Yes, GSA has an Overtime Utility Audit and Appeal processes in place, where we can review the estimate in question.

3. Does the 10 hours include the time it takes buildings to ramp up to required temperatures?

Answer: The startup and shutdown times are not included in the normal 10 hours of base operations. The 10 hours is “at temperature”, each building is unique in its ability to recover the tenant space depending on the ambient conditions/summer/winter etc.. Data Centers run 24/7, so there is no startup time.

As just mentioned, one of the items that can be accessed at the gsa.gov/ou website is the FAQs section. Here are some examples of what you'll find there.

[embed courts faqs doc; need latest from James]

Also, you can submit questions to the OU Team via the [PBS OU Help Desk](#) link on the FAQ page.



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National / Regional POCs



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1	Kevin McGill	kevin.mcgill@gsa.gov
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Questions?

